



APTA Human Resources Committee 2014 Webinar Series

Developing Mentorship Programs: Successful Models and Pilots

**Wednesday, March 19, 2014
2:00 – 3:30 p.m. Eastern Time**

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This session is being recorded and will be made available to APTA members on the APTA web site.



Session Moderator & Presenter



Dr. Jill Hough

Chair, APTA's Higher Education Subcommittee

Program Director

Upper Great Plains Transportation Institute

Small Urban & Rural Transit Center,

North Dakota State University, Fargo, ND



2014 Webinar Series

- **TCRP Report 162: Building a Sustainable Workforce in the Public Transportation Industry - A Systems Approach – Completed**
- **Developing Mentorship Programs: Successful models and pilots – March 19**
- **FMLA & Light Duty Assignments – April 16**
- **Establishing a National Transit Industry Rail Vehicle Technical Training Program – May 21**



2014 Webinar Series

- **The 21st-Century Engineer: Elevating the Game in an Innovation Economy – June 18**
- **Safety Practices for Transit Agency Employees – September 17**
- **Developing Front-Line Workers - The industry's Backbone – November 19**
- **Affordable Care Act: Early Lessons Learned – December 17**



Developing Mentorship Programs: *Successful Models and Pilots*

- **Mentoring: Everyone's responsibility**
- **Mentor programs: Develop, launch, sustain**
- **Academia and transit industry (public and private) partnerships: National mentor program**
- **Transit agency mentor program: Internal**
- **Opportunities for audience dialogues, lessons learned**



Featured Industry Mentors



Mr. Robert Prince
Vice President
and Industry
Liaison
AECOM



Ms. Linda Bohlinger
Principal, Strategic
Consulting
Parsons
Brinckerhoff



Session Presenter



Mr. Patrick Gough
Executive Director of Human Resources &
Organizational Development
Orange County Transportation Authority
Orange, CA



Industry Discussants



Ms. Julie Espy
Manager, Training &
Development
Orange County
Transportation Authority
Orange, CA



Ms. Madeleine Colliere
Mentor Program
Coordinator
Orange County
Transportation Authority
Orange, CA




What to Expect ...

- **NDSU Mentor Program Presentation**
- **National Industry Mentors**
- **NDSU Mentee**
- **Discussions and Audience Q&A**
- **OCTA Mentor Program Presentation**
- **Insights from OCTA staff**
- **Discussions and Audience Q&A**
- **Wrap up**



Asking audience questions

To submit a question or comment to the moderator during the session or during the Q&A, please type it into the **Question** box on your screen and then click on the send arrow located at the bottom of the box. 

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Developing Mentorship Programs: Successful Models and Pilot Programs

APTA HR Committee Webinar Series

Jill Hough, Ph.D.

Small Urban and Rural Transit Center
North Dakota Stat University

NDSU

UPPER GREAT PLAINS TRANSPORTATION INSTITUTE
SMALL URBAN AND RURAL TRANSIT CENTER

Why a Mentorship Program?



The next generation of public transit workers can begin their learning while in school by participating in a mentorship program with industry experts.



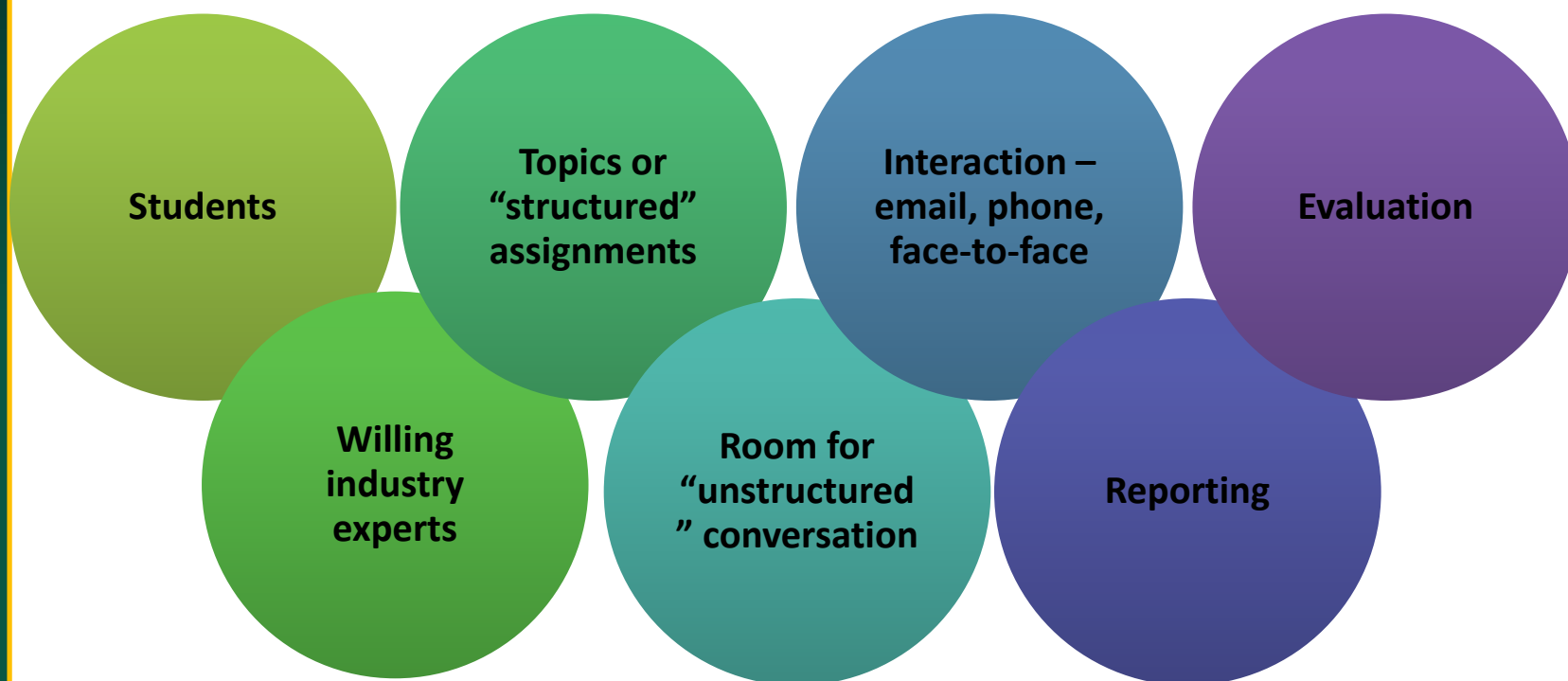
Connecting students with mentors and providing a structured opportunity for questions and answers can go a long way toward attracting and engaging the next generation.

Purpose of a Mentorship Program

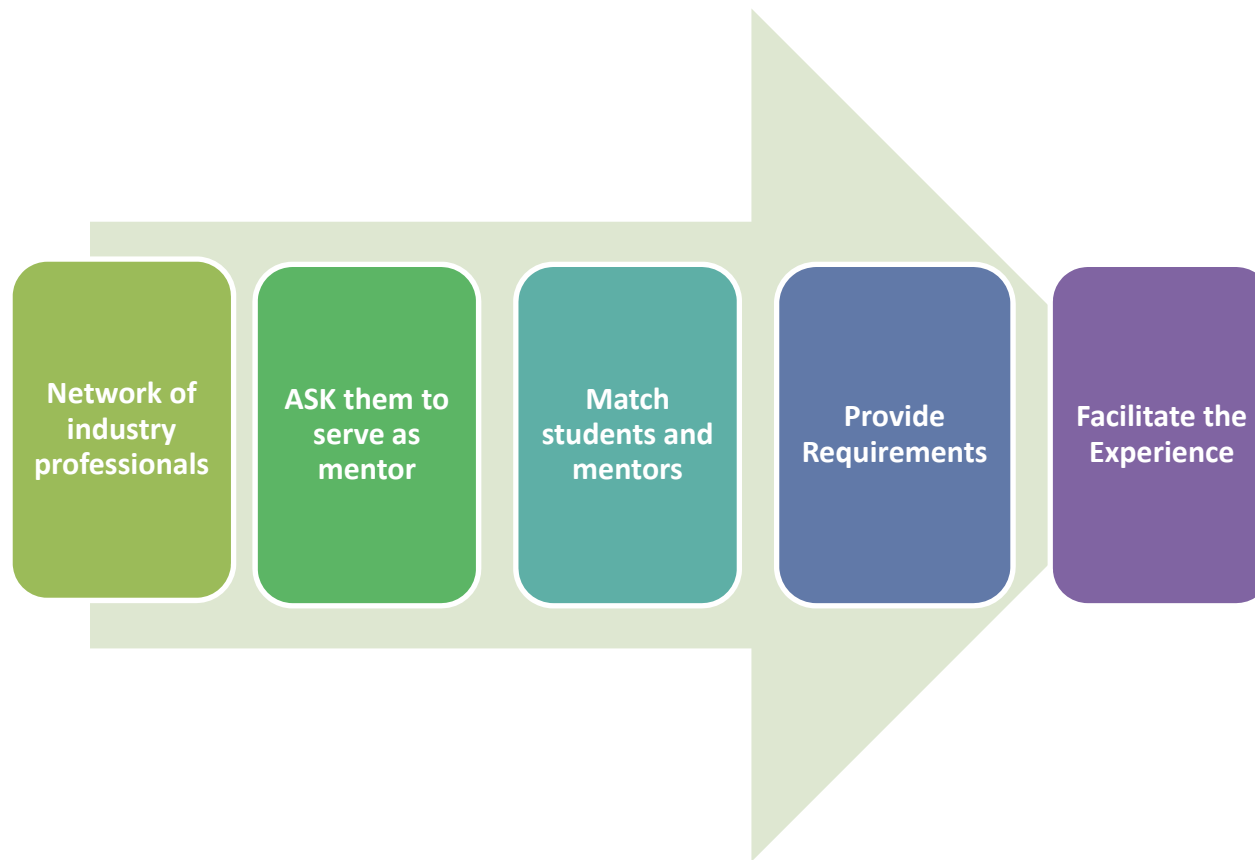
Connect students with industry experts to learn about the practicalities compared to the theories taught in class.



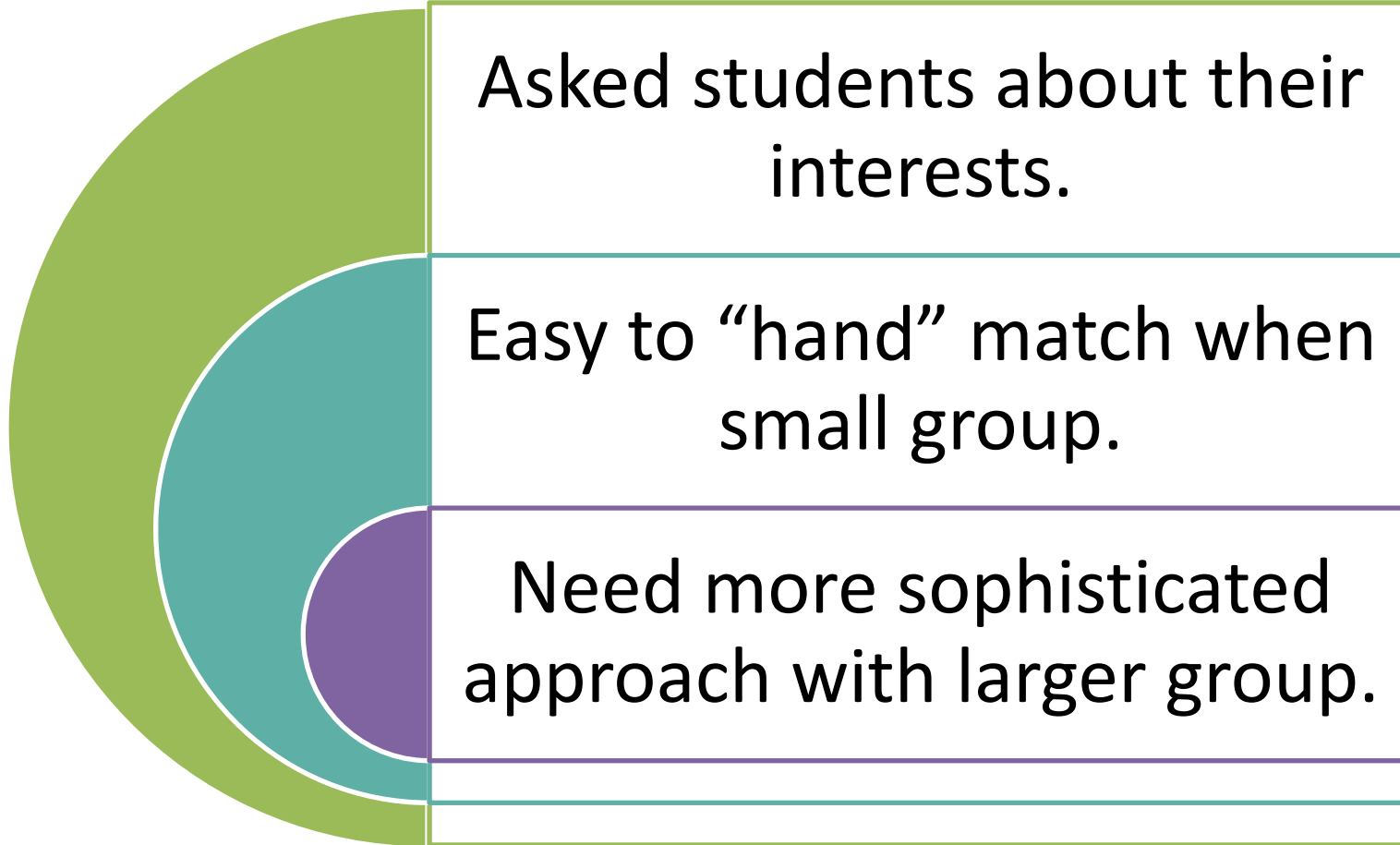
What is Necessary for the Program?



Process of Mentor Program at NDSU



Matched Students to Mentors



Process Continued



Initial Email
Introduction

Exchange
resumes

Distribute
Assignments

Assignments

Topics

- Introduction
- Performance Metrics
- Fares
- Level of Service
- Economic Development
- Labor and Labor Relations
- Leadership

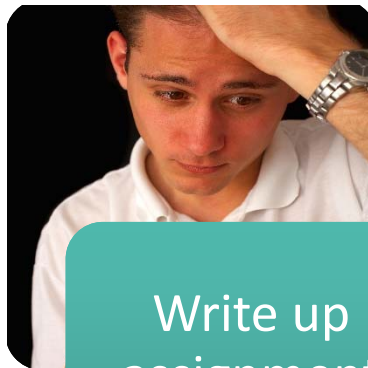
Create Understanding



Assignments and Accountability



Discussion
with mentor



Write up
assignment
and submit
paper

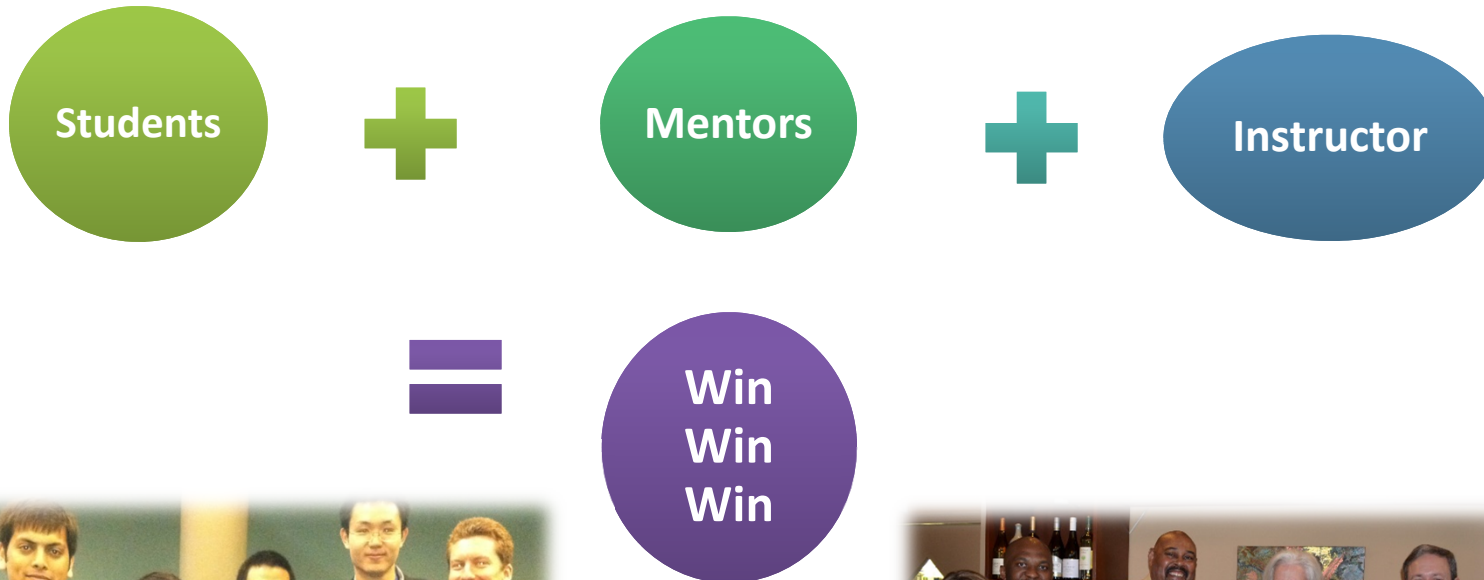


Discuss
mentor
responses
with other
students

Evaluations



Conclusions





Featured Industry Mentor



Mr. Robert Prince
Vice President and Industry Liaison
AECOM

Mentor Programs: Lessons Learned



Dr. Jill Hough
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Mentor Programs: Lessons Learned



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Moderator
NDSU



Ms. Linda Bohlinger
Parsons Brinckerhoff


Featured Doctoral Student Mentee



Mr. Elvis Mokake Ndembe
Ph.D. Candidate
North Dakota
State University



Asking audience questions

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Mentor Programs: Lessons Learned



Dr. Jill Hough



**Mr. Elvis
Mokake Ndebe**



Mr. Robert Prince



Ms. Linda Bohlinger



Session Presenter



Mr. Patrick Gough
Executive Director of Human Resources &
Organizational Development
Orange County Transportation Authority
Orange, CA



Orange County Transportation Authority Mentor Program

Agenda



Program Overview
Need for Mentoring
Background
Selection Process
Measurements of Success

Program Overview

Program Eligibility
Commitment
Application
Matching
Training
Events



Need For Mentoring

- Why a Mentor Program for OCTA?



Background

Creation of Program

Launch Date

Cycles



Measurements of Success



Continued Participation
Survey Feedback

Mentor Programs: Lessons Learned



Dr. Jill Hough
Moderator
NDSU



Mr. Paddy Gough
OCTA

OCTA Mentor Program: Lessons Learned



Dr. Jill Hough




Ms. Julie Espy



**Ms. Madeleine
Colliere**



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Mentor Programs: Lessons Learned



Dr. Jill Hough



Mr. Paddy Gough



Ms. Julie Espy



Ms. Madeleine Colliere



Mentor Programs: Lessons Learned



Dr. Jill Hough



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Ms. Linda Bohlinger



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Mr. Paddy Gough



Ms. Julie Espy



Ms. Madeleine Colliere



APTA Human Resources Committee Webinar Series

Next scheduled webinar session:

FMLA and Light Duty Assignments

**Wednesday, April 16, 2014
2:00 – 3:30 p.m. Eastern Time**

Registration flyer to be out in a few weeks.



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